


16 JUL 1970

MEMORANDUM FOR: Chief, Benefits and Services Division

SUBJECT : Annual Report - Fiscal Year 1970

Attached is the Annual Report of the Personal Affairs Branch for Fiscal Year 1970. This report covers the progress and achievements of the Branch during the period 1 July 1969 - 30 June 1970, specific plans for Fiscal Year 1971, and general objectives for Fiscal Year 1972.


Chief, Personal Affairs Branch

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~~GROUP 1
Excluded from automatic
downgrading and
declassification~~

ANNUAL REPORT
PERSONAL AFFAIRS BRANCH
BENEFITS AND SERVICES DIVISION
OFFICE OF PERSONNEL

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ANNUAL REPORT FY 1970

PERSONAL AFFAIRS BRANCH

SECTION I

MAJOR ACCOMPLISHMENTS AND SIGNIFICANT DEVELOPMENTS

At one time, personnel officers within the Federal Government were involved in only a minor way with the administration of statutory benefit programs and employee-oriented services. However, the growth of the Civil Service and the accompanying need to provide Government employees with life and health protection caused personnel managers to direct a greater part of their attention to the proper administration of these benefit programs within their respective agencies.

In the seventeen years since the formation of a distinct branch to handle the whole area of employee benefits (May 1953), the Agency has witnessed the rapid and steady growth of benefit programs. The former Insurance Claims Branch gradually took on added tasks which broadened its responsibilities and, as was necessary with its increased stature, underwent several name changes. Today, as the Personal Affairs Branch (PAB), it is a sophisticated and efficient part of the Benefits and Services Division, Office of Personnel. The responsibilities in the area of health insurance and private insurance plans, retirement processing, and other insurance plans, with the exception of Federal Employees' Group Life Insurance, have been assigned to other established units in the Office of Personnel. However, the void created by the transfer of these responsibilities has been filled by other programs assigned to the Branch.

Although the number and variety of the responsibilities and assignments of the Branch have undergone many changes since its founding, there remains one major common characteristic between today's Personal Affairs Branch and its predecessor branches. This common trait is the philosophy of service to the employee of this Agency.

Currently, the Personal Affairs Branch has the responsibility for the following programs:

Statutory Programs

1. Federal Employees' Compensation Act
2. Overseas Hospitalization Programs for Employees and Dependents
3. Federal Employees' Group Life Insurance

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1. Casualty Assistance
2. Employee Emergencies
3. Pre-exit and Exit Processing
4. Personal Affairs Counseling
5. Assistance on Problems of Former Employees
6. Red Cross Blood Donor and Replacement Program
7. PSAS Support
8. Bulletin Boards
9. Car Pool Locator
10. Income Tax Assistance
11. Absentee Voter Assistance
12. Vital Papers Repository
13. Religious Services

At the start of this reporting period, 1 July 1969, the Branch consisted

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where it has continued through the balance of the fiscal year. The reduction of the technicians responsible for the exit processing of Agency staff employees by one-third without a corresponding reduction in the number of personnel leaving the Agency has placed an increased workload on the two technicians handling this program.

Prior to the time that the staff responsible for exit processing was reduced by one, discussions had been held and, apparently, the decision made to take the pre-exit interview part of this program out of PAB and assign it to the Staff Personnel Division. As a result of this decision, it was felt that PAB could absorb the loss of the one technician. As of this time, no action has been taken to transfer the pre-exit interview function to the Staff Personnel Division and the increased workload has been handled only by an extra effort of those involved in the exit processing activity.

CASUALTY ASSISTANCE

The number of deaths of Agency employees during this fiscal year increased by 25% over the previous year for a total of 40.

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Again this year deaths from heart conditions were in the lead with 15 and cancer was a close second with 14 deaths. There was a drastic reduction in the number of accidental deaths this year with only two compared with nine last year. This decrease in the number of accidental deaths resulted in a large decrease in the amount of insurance paid as will be reported in detail in a later segment of this report. There were nine deaths from all other causes. The table below shows the number of deaths of Agency employees over the last ten years:

Number of Deaths by Fiscal Year

<u>Year</u>	<u>Number</u>	<u>Year</u>	<u>Number</u>
1970	40	1965	35
1969	32	1964	42
1968	36	1963	38
1967	35	1962	38
1966	46	1961	31

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The average age at death of employees this year was 48.2 years, exactly the same as last year. The table below gives the number of death by age groups:

Employee Deaths FY 1970
(By Age Group)

<u>Ages</u>	<u>Number</u>	<u>Ages</u>	<u>Number</u>
21-25	1	46-50	10
26-30	1	51-55	11
31-35	1	56-60	7
36-40	3	Over 60	1
41-45	5	Total	40

An analysis of the deaths of Agency personnel by directorate showed that again most of the deaths occurred to personnel in the Clandestine Service. The number of deaths by directorate were: Clandestine Service 19, Support Services 10, Directorate of Intelligence 11, and Directorate of Science and Technology 0.

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It was found in settling the affairs of Agency personnel who died in FY 1970 that only two had no insurance of any kind. Twenty-one had FEGLI only; nine had FEGLI and UBLIC; two had FEGLI and WAEPA; two had FEGLI, UBLIC and WAEPA; two had FEGLI and Contract Life; and two had Contract Life only. Only two employees who died were not covered by any of the Agency insurances; one of these had been on LWOP for nearly two years and had converted his FEGLI at the end of his year on LWOP, the other was a retired military man who had waived all insurance coverage. Only six of those employees who were covered by FEGLI also were covered by the optional FEGLI.

The total amount of insurance coverage of those employees dying in FY 1970 was \$1,097,000. This is slightly less than the \$1,140,000 insurance coverage of the 32 persons dying in FY 1969. The main reason for the decrease in insurance coverage is because of the sharp decrease in the number of accidental deaths (mentioned previously). The deaths occurring in FY 1969 had \$198,000 accidental death insurance coverage compared to only \$22,000 for FY 1970.

Amount of Insurance Coverage
for Employees Dying in FY 1970

<u>Type of Coverage</u>	<u>Total</u>	<u>FEGLI</u>	<u>UBLIC</u>	<u>WAEPA</u>	<u>Contract Life</u>
Total	\$1,097,000	\$718,000	\$259,000	\$90,000	\$30,000
Regular	1,015,000	636,000	259,000	90,000	30,000
Accidental	22,000	22,000	None	None	None
Optional	60,000	60,000	NA	NA	NA
Opt. Acc.	None	None	NA	NA	NA

EXIT PROCESSING

Staff employees separated from the Agency during FY 1970 at the rate of [REDACTED] true separations, excluding LWOP's, for the year. The total number of true separations has remained fairly constant over the past several years even though there have been variations in the number by types of separation as shown in the table below:

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	<u>FY 1970</u>	<u>FY 1969</u>	<u>FY 1968</u>
Resignations	1,578	1,644	1,759
Retirements	339	301	241
Deaths	31	24	33
Summer Employees	<u>490</u>	<u>447</u>	<u>494</u>
Total Separations	2,438	2,416	2,527

In addition to the separations shown above, there were 321 staff employees who were granted LWOP, including maternity leave, in excess of 30 days. This is a marked decrease from the 413 who were granted LWOP last year. A recent study by the Statistical Reporting Branch showed that 45% of those employees going on LWOP actually resigned while in this status. Those employees who resigned while on LWOP are also included in the category of resignations in the table above.

The Personal Affairs Branch continues to prepare an in-depth report on all employees GS-12 and above who resign from the Agency. This report is prepared on a quarterly basis for top management of the Agency.

It should be pointed out that, although the workload in this activity has remained fairly constant over the last few years, the number of technicians handling this load was reduced by one-third in September 1969 when it was expected that the pre-exit interview portion of this program would be assigned to the Staff Personnel Division.

Additional statistics for this program will be found in the statistical data portion of this report.

COUNSELING

The counseling activity continues at an ever-increasing pace and the FAB counselor continues to monitor, on a monthly basis, employees for whom budgets have been arranged.

There was a marked increase in the number of debt complaints and it is noted that there was a great number of complaints concerning new employees and first-time complaints against employees with longer service. There were also the usual minor problems concerning leases, contracts and disagreements

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with roommates.

There was a definite increase in the number of sensitive personal cases and the persons involved were, as a rule, younger and had been with the Agency a year or less. Because of their youth the cases were more difficult and it was necessary to spend more time with each individual case.

The following table shows the type of cases and the number of discussions with personnel:

<u>TYPE</u>	<u>EMPLOYEES</u>	<u>SESSIONS</u>
Debt complaints	96	153
Financial problems	18	32
Personal problems	24	38
Sensitive personal cases	31	125
PSAS	<u>9</u>	<u>19</u>
	178	367

WELFARE ASSISTANCE BOARD

In February 1970, the Welfare Assistance Board was dissolved. The functions of the Board were transferred to the Public Service Aid Society and the assets of \$12,695.72 were contributed to the Educational Aid Fund. Some financial counseling and preliminary write-ups for presentation to PSAS continue to be done in PAB.

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FEDERAL EMPLOYEES' COMPENSATION ACT

The total number of claims, 520, filed under the FECA shows a slight decrease during this period. Only one of the 209 processed was a death case. A new concept of performance of duty was developed with the Bureau of Employees' Compensation as the result of an automobile accident occurring while two employees were pursuing a normal recreational activity at one of our remote bases.

Because of an almost complete change in cleared personnel at EEC, some problems arose on procedures for processing our claims. One of our technicians spent two weeks at EEC becoming acquainted with the Bureau's procedures as well as informing its employees of our special problems because of security and cover. This was most beneficial for all concerned and there is a better understanding of what is required. It is hoped that the proposal to bring the EEC cleared personnel to the Agency for a familiarization conference will be accomplished within the next few months.

FEDERAL EMPLOYEES' GROUP LIFE INSURANCE

The Civil Service Commission had an open period for FEGLI during the month of March 1970. The open period was occasioned by a dramatic reduction in the rates for optional FEGLI and permitted an employee to enroll for regular and optional FEGLI without regard to age, health or the existence of a waiver. During this period 1,805 employees elected coverage under the optional FEGLI program.

At the end of this reporting period, [REDACTED] Agency employees were covered under the regular FEGLI program, a slight increase over the number covered last year. Also there were 3,797 of the employees covered under regular FEGLI who had coverage under the optional FEGLI program. The total

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amount of FEGLI insurance in force was \$279,792,000.

Another section of this report shows that during FY 1970 there were 40 deaths of Agency employees; 36 of these were covered by FEGLI with \$718,000 being paid on these claims, \$636,000 under regular FEGLI, \$22,000 accidental coverage and \$60,000 under optional FEGLI.

BLOOD DONOR PROGRAM

The Fairfax County Red Cross Bloodmobile continues to come to Headquarters the first Tuesday of each month. As a result of a concerted drive begun last year, there has been a considerable increase in donations. It should be pointed out, however, that the donations are being sustained by a dedicated number of regular donors and the total is far below the number which should be expected from an agency of this size.

<u>YEAR</u>	<u>NUMBER OF PINTS COLLECTED</u>
1970	1,959
1969	1,691
1968	1,430
1967	1,730

There was a slight decrease in the number of requests for blood replacement.

	<u>1970</u>	<u>1969</u>
Requests for blood replacement	129	163
Requests for employees	37	57
Requests for employees' families	92	106

Of the total number of requests, 123 patients received a total of 1,147 pints and six received unknown amounts. (Under the Agency's full blood replacement program, the patient is given all that is needed.) One of the six, the son of an Agency employee, had, at the last count, received 700 pints of blood. In comparison with the total of 318 pints replaced in 1969, it would appear that the 1,147 pints replaced in 1970 is a tremendous increase. This is misleading, however, because due to more complete records and the Agency representative's liaison with the Red Cross, the patients receiving unknown amounts was reduced from 34 in 1969 to six in 1970.

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The annual two-day income tax training course was held again this year at Headquarters on 8 and 9 January. The average attendance each day was 54 individuals plus the three instructors; 72 employees had been signed up for the course. Two of the instructors were employees of the Internal Revenue Service who provided instructions pertinent to the Federal Income Tax and the third instructor, who was from the Office of Finance, concentrated on tax returns for Maryland, Virginia and the District of Columbia.

Each student who attended the course received a packet which contained copies of Federal and state instructions, blank tax forms and a schedule of pertinent tax subjects to be discussed. In addition, a copy of "Your Federal Income Tax 1970 Edition," Publication 17, was given to each student. The consensus from the evaluation on the course by the students indicated that it was very informative and the course should be extended to at least three days.

Federal and state tax forms were provided to the Office of Finance who arranged for distribution to overseas stations. It may be interesting to note that a request was received from an overseas installation to furnish them with 100 copies of Form 1040 for the year 1968 and 250 copies of 1969 Form 2555 which pertains to U. S. citizens who, because they reside abroad, may qualify for income tax exemption.

The various tax forms and instructions were made available to Agency employees in the Credit Union. A poster was also set up on which were telephone numbers of the local state and Federal offices which could provide further assistance in completing the forms. PAB, in addition, maintained a supply of forms and received numerous walk-in and phone inquiries concerning the whole gamut of tax matters.

Total Number of Personnel from Directorate
Attending Two-Day Income Tax
Assistance Course

	<u>8 January</u>	<u>9 January</u>
DCI	3	3
DDP	21	17
DDI	11	10
DDS	15	12
DDSE&T	<u>9</u>	<u>7</u>
Total	59	49

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Federal	96,900
Virginia	15,250
Maryland	7,000
District of Columbia	<u>11,800</u>
Total	130,950

Additional Tax Literature

IRS Publication No. 54 - "Tax Guide for Citizens Abroad"	100
IRS Publication No. 17 - "Your Federal Income Tax, 1970 Edition"	100

RELIGIOUS SERVICES

Again this year religious services were conducted only twice during the Lenten Season, Ash Wednesday, 11 February 1970, and Good Friday, 27 March 1970. Attendance at these services was about the same as last year with 575 Catholics and 250 Protestants attending the Ash Wednesday services and 345 Catholics and 225 Protestants attending the Good Friday services.

This year, for the first time, a part-time minister who works at NPIC requested permission to conduct services in the NPIC auditorium during Lent. The request was denied because of the implication of private individuals conducting services in Agency facilities.

When one takes into consideration the accommodating nature of the Agency in letting employees off from work, as well as the easy accessibility of churches in the McLean area, it is difficult to see why the Agency should continue providing religious services, especially in light of the declining interest over the years.

MISCELLANEOUS ACTIVITIES

1. During this reporting period the Branch Chief or Deputy Branch Chief presented Employee Benefits lectures at 28 official Agency training courses conducted by the Office of Training, Office of Security and the Office of Communications. There were [redacted] persons attending these briefings, many of whom were processing for overseas assignments. Two of the courses, the [redacted] Orientation and Students Orientation [redacted] included the wives of the Agency

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personnel processing for overseas.

In addition, a staff member of PAB briefs all professional EOD's on the FEGLI and FECA programs. The briefings are limited to these subjects because of the limited time available.

2. The amount of advanced sick leave granted Agency employees during FY 1970 was 22,728 hours or over 10 man years. This advanced sick leave was granted to 224 employees or an average of 101 hours per person. Forty of these employees requested the maximum of 240 hours and of this number seven had applied for disability retirement or were in terminal stages of illness.

3. As mentioned elsewhere in this report, the Welfare Assistance Board was phased out during the year but the Branch continues to serve as case officer for many PSAS cases. This activity involves counseling, preparation of a summary for presentation to the PSAS board and, in many cases, the monitoring after approval. There are several cases that require the counselor to work with the applicant for assistance in compliance with the budget and repayment of the loan.

4. The Branch continues to review and purge its material held at the Records Center. This program has resulted in a substantial savings in the amount of material held for permanent retention. This project will require considerable time to complete, but out of the first 50 boxes returned from the Center and purged, only 25 boxes were returned, a savings of 50%.

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6. This year only three trips were made outside of this area by Branch personnel to assist in the settlement of Agency claim cases. Two of these were in connection with the processing of FECA claims, one to [redacted] and the other to [redacted]; the other trip was to [redacted] to meet with the family of a deceased Agency employee.

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7. The Branch continues to serve as the focal point for the processing of applications for official Notary Public Seals. This is not a very active program with only about six requests per year but it requires a continuing liaison with appropriate officials in Fairfax County and the District of Columbia.

8. This year for the first time the Agency was invited by the Department

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of Defense to participate in a Federal Inter-Agency Voting Assistance Meeting to promote and encourage eligible U. S. citizens who are absent from their voting residence to vote by absentee ballot in all 1970 elections held in their election districts. A representative of Personal Affairs Branch went to three meetings at the Pentagon where the program was discussed and literature disseminated. It is the responsibility of each agency to encourage its personnel to take advantage of the absentee voting privilege and DOD has offered their assistance in terms of providing literature and suggestions. Since a majority of the Agency personnel overseas will receive absentee voting information from their respective cover units, it is planned that any information sent overseas by this Agency will be directed to [REDACTED] personnel. It is also contemplated that some type of poster or sign will be displayed in CEB to remind personnel going overseas of their right to vote in November 1970 and to take advantage of that right through absentee voting.

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PERSONAL AFFAIRS BRANCH

STATISTICAL DATA

1 July 1969 - 30 June 1970

<u>Casualties Reported</u>	<u>FY 1970</u>	<u>FY 1969</u>	<u>FY 1968</u>	
1. Serious Illnesses.....	110	142	129	25X1A
2. Deaths.....	40	32	36	
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<u>Federal Employees' Group Life Insurance</u>				
1. Death Claims.....	36	31	34	
2. Reinstatements.....	**	6	*	
<u>Unpaid Compensation</u>				
Total Claims.....	39	32	35	
<u>Pre-Exit Interviews, Exit Processing, Counseling, and Associated Activities</u>				
1. Resignations - Separations.....	490	447	494	
Summer Employees.....	339	301	241	
Retirements.....	31	24	33	
Deaths.....	1578	1644	1759	
Other.....	2438	2416	2527	
Total.....				
2. Leave Without Pay including maternity.....	321	413	388	
3. Advanced Sick Leave.....	224	244	218	
4. Counseling.....	367	310	398	
5. Indebtedness Complaints.....	153	103	158	

*All Federal employees were required to complete an election form during the period 14 February - 14 April 1968.

**An open period for regular and optional FEGLI was held during March 1970.

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MEDICAL AND COMPENSATION CLAIMS

STATISTICAL DATA

1 July 1969 - 30 June 1970

Overseas Hospitalization ProgramsFY 1970FY 1969FY 1968Total Cases

1. Employee.....
2. Dependent.....

Action Taken

1. Employee
 - Approved.....
 - Rejected.....
 - Withdrawn.....
 - Pending.....
2. Dependent
 - Approved.....
 - Rejected.....
 - Withdrawn.....
 - Pending.....

Bureau of Employees' Compensation ClaimsTotal Cases

520

539

577

Action Taken

- | | | | |
|--------------------------------|-----|-----|-----|
| 1. New Claims Processed..... | 209 | 194 | 205 |
| Approved..... | 58 | 39 | 83 |
| Rejected..... | 7 | 1 | 3 |
| Withdrawn..... | 0 | 2 | 8 |
| Pending..... | 143 | 148 | 107 |
| Inactive..... | 1 | 4 | 4 |
| 2. New Claims - CA-1 Only..... | 311 | 345 | 372 |

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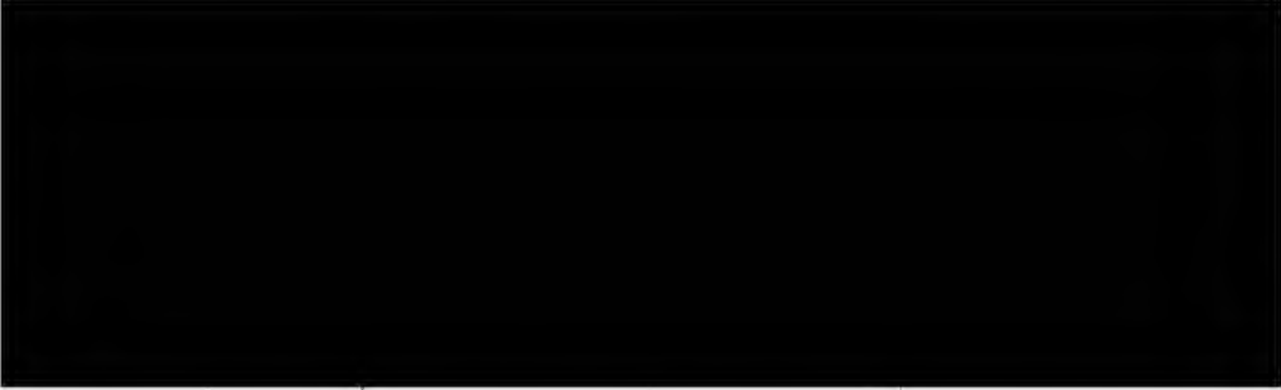
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SECTION II

PLANS AND OBJECTIVES FOR FISCAL YEAR 1971

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2. For a number of years the Personal Affairs Branch has provided a professional counselor for Agency personnel who have personal problems. In the main, the counselor has been used in handling sensitive cases and those involving non-payment of bills. It is felt that the Agency should have a central point where employees, who have or think they have a personal problem other than a job placement or medical problem, can talk to someone if for nothing else but to clarify in their own minds the situation. We hope to develop a program in the Branch that will provide this expanded counseling service for Agency personnel.

3. It would seem that good management would require that contract employees working in Headquarters, under Type A Contract, performing staff-type duties would be processed out in the same way as staff personnel. To this end a proposal has been made and is now under consideration that would make the Personal Affairs Branch responsible for the exit processing of certain contract personnel. It is hoped that the problems connected with this new program can be worked out quickly and the function taken over without too much delay.

4. Early in FY 1970, the decision was made to take the pre-exit interview portion of the exit processing from the Personal Affairs Branch and transfer it to the Staff Personnel Division. Even though the decision has been made the only action that has been taken, as of this time, is to delete an Employee Relations Officer's position from the T/O of the Personal Affairs Branch. If this function is to be transferred out of PAB, it is recommended it be done early in FY 1971. If it is not to be taken out, there are changes in procedures that PAB would like to implement as soon as possible.

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5. One of the more important objectives for FY 1971 should be the selection and training of replacements for both the Branch Chief and Deputy Chief who expect to retire by or before the end of the year. Because of the number, nature, and variety of the Branch programs, the earlier the training of the replacements can get started the easier the transition will be.

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SECTION III

GENERAL OBJECTIVES FOR FISCAL YEAR 1972

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1. If the [REDACTED] have not been published before FY 1972, strenuous efforts should be made to have them available for distribution in FY 1972.

2. Other general objectives for FY 1972 will be left for the new management of the Branch who should be on duty by the start of FY 1972.

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